

MYSERVICES ECOUNTRY CLEARANCE

MULTIFACTOR AUTHENTICATION (1 of 2)



Effective April 12, 2019, if you are accessing myServices eCC from the internet you will be required to **setup and use Multifactor Authentication (MFA)** for enhanced security.

Google Authenticator App is the MFA tool currently supported for myServices.



A **Download the Google Authenticator App on your web browser or mobile device.**

1. Web Browser (Google Chrome) – Go to the Chrome webstore [here](#).
2. Mobile – Download the Google Authenticator app from the App Store (iOS) or Google Play (Android devices).

B **Log into myServices eCC and setup MFA with your existing account.**

1. Go to <https://myservices.service-now.com/ecc>
2. Enter your username and password
3. When prompted on the next page, scan the QR code that appears in the with the Google Authenticator app you just downloaded. Or, choose to type the alphanumeric code that appears below barcode.



Additional instructions are included on the next page. If you are having trouble setting up MFA, please reach out to your **Post Administrator** or the **Help Desk at 1-888-313-4567**.

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MULTIFACTOR AUTHENTICATION (2 of 2)



You will see the below page after logging into myServices eCC with your username and password. Follow the instructions to setup multifactor authentication.

DOWNLOAD GOOGLE AUTHENTICATOR ON YOUR MOBILE DEVICE OR WEB BROWSER

(see next page for details)

SCAN THE CODE WITH YOUR DEVICE CAMERA OR TYPE THE CODE THAT APPEARS BELOW THE CODE

Enable multi-factor authentication

[Learn more](#) [Bypass Setup](#)

1. Download the Authenticator app for your mobile device

- [Apple iTunes](#)
- [Google Play](#)
- [Windows store](#)

2. Open the app and scan the QR code below to pair your mobile device



3. Enter the code generated by the Authenticator app below

Pair device and Login

Or type in: XOYK B6VV EE6I TTDW

If you entered the correct code, a message appears telling you that Multifactor Authentication is set up. If you entered an invalid code, look for the code again as it may have refreshed.